



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, U. S. ARMY MEDICAL DEPARTMENT CENTER AND SCHOOL
AND FORT SAM HOUSTON
2250 STANLEY ROAD
FORT SAM HOUSTON, TEXAS 78234-6100

MCCS-Z

11 JUL 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Open Door Policy

1. The purpose of my open door policy is to provide the Soldier and civilian employee, regardless of rank or grade, the opportunity to bring personal and professional problems, grievances, and suggestions to the attention of the command without fear of reprisal.
2. The intent of this policy is not to circumvent the traditional role of the chain of command. Efforts to resolve problems must be attempted through the prescribed channels.
3. In the interest of avoiding repetition of circumvention of prescribed channels, I retain the right to deny requests where I have already considered, or will be considering, matters submitted to me in writing as part of an existing formal review process.
4. It is recognized that some personnel or organizational problems and grievances may not be resolved to the expectations of the Soldier or employee. Soldiers, civilian employees, and members of our professional staff may request an appointment with me through the offices of the Command Sergeant Major or the Executive Officer.
5. Such actions or interviews will in no way subject the Soldier or civilian employee to adverse action or reprisal.

RUSSELL J. CZERW
Major General, DC
Commanding

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